

2024/25



**RELATIONSHIPS
THAT
DELIVER**



ABOUT JEWSON PARTNERSHIP SOLUTIONS

We support the Social Housing sector by partnering with Registered Providers and Public Sector organisations to create bespoke solutions for materials supply that helps them to efficiently maintain and develop their housing stock.

Relationships are one of the fundamental building blocks of any business. Healthy and long lasting relationships deliver for you and deliver for us, that's why our strategy is built around creating relationships that deliver people who are unequivocally focused on delivering efficiency, innovation and value to your organisation.

Each of our customers have different pressures, priorities and objectives. Key to the success of our partnership is getting to know you and understanding your vision and strategy. We then align our solutions in a way that will help you. Communication is key after all.





"In early 2020, we built on our already market leading proposition to create JPS. We redefined our offer based on feedback from countless Social Landlords, Facilities Management Providers and organisations in the wider Public Sector, to provide a service which ultimately delivered greater satisfaction. Satisfaction not just to our customers, but to their communities too.

We want to understand your vision, strategy, challenges and objectives and work with you to create solutions which deliver on these. We have an unparalleled toolkit at our disposal and we work tirelessly to help you achieve your goals.

I'm really proud of everything JPS can offer to the market and we'd like the opportunity to talk to you about what we can offer you, your tenants and your community."

Scott Cooper
Managing Director – JPS and George Boyd



"The arrangement with Jewson has helped in many ways namely – to provide a single source for all CYC material suppliers, help maintain equipment e.g. calibration and servicing of plant, PAT testing, etc., provide value for money in the supply and delivery of materials and plant. We have undertaken a number of benchmarking exercises and found the material costs to be very competitive."

Kevin Bray
Reactive Repairs & Voids Manager
City of York Council

RELATIONSHIPS THAT DELIVER VALUE

Providing value for money throughout the entire life of a contract is important to us. We know that it is easy to promise the world and sometimes under deliver, and through delivering on our promises and commitments at tender stage, is where we truly add value to our partnerships.

Backed by the buying power of the STARK group, we are able to deliver value to your supply chain from day one. We recognise that it is not just immediate value that is important, but the value that a product can offer across its lifetime to create long term efficiency savings. Therefore, we work with our vast supplier network to consistently review purchases and offer product swaps that deliver greater value, from not only a price perspective but also in terms of product quality.

We understand that value isn't all about delivering profitability. Collaborating with our customers to secure a more sustainable and thriving future for the communities which we work within, is extremely important to us. We aim to improve daily life and operate our business responsibly for the long-term. We do this by taking positive action in a range of areas and working with our brands, suppliers, communities and partners to deliver change.

Our Social Value Champions will work with you to develop a plan to meet your strategic objectives and deliver measurable benefits in three key areas; social, economic and environmental. Experience in apprenticeships, work experience, donation of time and labour to revamp community buildings, sponsorships and work placements enables us to be flexible with our offering.

RELATIONSHIPS THAT DELIVER THE BEST PEOPLE

Successful partnerships require the very best people to deliver the very best customer care. JPS brings together functional experts through a number of key market-leading brands including Builders Merchant Jewson, saving customers time and money through one single point of contact.

Ensuring our people are equipped to deliver success, each employee completes a comprehensive training programme. Covering everything about how Public Sector organisations operate from procurement level to operational level, they learn what is imperative to the success of our partnership and what the knock on effects to your customers are if we do not deliver on our promises.

Our teams understand the pressures of the Public Sector and the ever-changing challenges the social housing market faces today. Collaborating with you at every level, they will take away the hassle from your supply chain and focus on driving efficiencies and value for money.

Continuous improvement is achieved through regularly consulting our colleagues on the front line, as they work closely with your operatives, understanding the pinch points and how we can further support them to deliver an enhanced 'first-time fix'.



RELATIONSHIPS THAT DELIVER ON PROMISES

Trust is the key to success in any relationship. Put simply, as the old saying goes, we do what we say and we say what we do. Our dedicated teams always do everything possible to get the job done the way it should be, supplying the right materials, at the right time, in the right place.

Transparency and honesty at every stage of our partnerships is how we build quality, long-term, sustainable relationships.

RELATIONSHIPS THAT DELIVER EFFICIENCY

Our solutions are tailored to your individual requirements. Here are some examples of what we have delivered for other customers.



Dedicated Stores

By trusting JPS to manage your stores, either from existing premises or from a new site, you gain our expertise in stock management and IT. We also apply our expertise to rationalise your stock holding, reduce administration and improve efficiency on your behalf.

Taking the hassle away, JPS provide all necessary staff welfare and waste management facilities, as well as appropriate storage for plant, equipment and stock.

In effect, JPS becomes an intrinsic part of your operation, enabling you to further improve the service you offer to your clients.



Branch Implant

Operatives are a rather expensive resource, therefore reducing waiting times through an efficient service is key.

Keeping operative downtime to a minimum, where appropriate, we can provide knowledgeable staff, dedicated to serving your business in one or more Jewson branch.

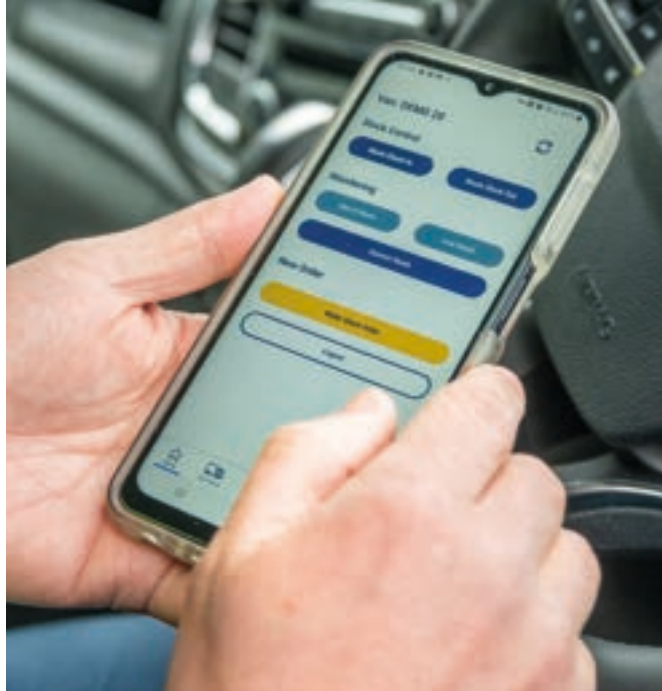
As part of the service, we can also hold dedicated stock and set up a counter for use exclusively by your staff in order to achieve rapid turnaround and reduced downtime.

"Van stock management is key to our success in delivering a first time fix for customers. Trades staff have a dedicated time slot to either call into branch or to meet the delivery driver to replenish stock. It's a very efficient way of managing the vehicle stock."

"The vast availability of Jewson's product range results in our trades staff having to make one visit to one store to obtain their materials straight off the shelf, this enables 'right first time' visits to customers' homes to carry out their repairs"

**Steve Russell – Head of Onward Repairs
Onward Homes**





"Whether through kerbside delivery, collections or van stocks replenishment, this partnership has improved our way of sourcing and delivering materials to all of our repair teams. It is proving to be cost effective and more efficient which is vital for our services to all of our clients"

**Paul Cairney – Service Manager
Dudley Council**



Stock Management

We want to ensure that we are continually improving and working with you to reduce wastage of time and resources. We understand that sometimes these things don't necessarily happen overnight but we will work with our in house STARK experts in IT and stock management to ensure we can offer you everything you need.

Our Stock Management Systems work to optimise our stock levels across the whole STARK network to ensure that our products are never far away when you need them. We also understand that all of our contracts are different so we will also work with you and our Supply Chain experts to optimise processes and ensure that we always deliver the most efficient solution for your needs.

Our JPS front line colleagues will go the extra mile to then ensure that your operatives have everything they need to get the job done.



Van Stocks

The all new Avail app from JPS helps you to greatly improve the performance and efficiency of your repairs service. Our expertise in Van Stock Management enables operatives to complete the majority of repairs on the first visit.

Ensuring the efficient replenishment of your fleet, JPS will work with you to rationalise your core stock requirements and to make sure that your range of products are always held in-branch in adequate stocks. Bringing innovation to van stock replenishments, our exclusive app allows operatives to:

- Search for items
- Record used items
- Assign items to a site address
- See low and out of stock items
- Easily order items
- Place catalogue orders and special orders
- Send photos of items to branch to be ordered

RELATIONSHIPS THAT DELIVER INNOVATION

Innovation is a word that is often thrown around with no real evidence to back it up. But not with us. Innovation is in our organisational DNA and it is what we do. STARK have even been ranked among the Top 100 Global Innovators for a 9th consecutive year.

We understand the power of technology and how, when harnessed right, it can change the way we work. And as a result, we recently opened The STARK Digital Centre. This centre is powered by colleagues who are the very best of the best and consistently strive to create the greatest solutions in the market. However, we don't believe in innovation for vanity, we believe in innovation for a purpose and our innovation is driven by you and your needs.

Across JPS we recognise the importance of creating the optimal experience. Our approach is simple, we listen to our customers in order to understand the challenges they face, then use the powers and technology of STARK to overcome these challenges together. Taking a 'Partnership' approach has proven that sometimes you don't need to reinvent the wheel to get results. Working collaboratively, from utilising our supply chain strengths to sharing best practice amongst our Public Sector customer portfolio, we can pull the best innovations using the relationships we have.



"The relocation of Jewson Partnership Solutions (JPS) into its own managed store facility has delivered improvement across the contract with Gentoo in terms of material supply. A noticeable improvement on first time fix rates has been delivered through a tested process of van stock replenishment and continual reviewing of catalogue. New innovation has also been delivered, which has led to a reduction in turnaround times for the larger upgrading of void properties. Overall the partnership with JPS has delivered a great deal in terms of efficiency to Gentoo and continues to add an increasing level of value to the organisation and therefore also for our tenants."

Diane Carney
Director of Property Gentoo

RELATIONSHIPS THAT DELIVER MORE

Jewson Partnership Solutions is part of the STARK Group which was founded in 1896. STARK Group are a leading business-to-business distributor of heavy building materials for the construction industry in Europe, with a strategic focus on serving professional builders.

As part of STARK Group, we are able to offer support from a large number of other brands to help serve you better.



FRAZER



MINSTER



STARK Group is aiming to reach net zero emissions by 2050 across the entire business, is a signatory to the UN Global Compact, and works within fully validated science-based targets to keep global warming below 1.5°C.



STARK



DEMAND MORE.

Avail by JPS makes our product range available on demand.

With AVAIL from JPS our product range is available where you need it, when you need it. From ordering to reporting, we have a solution that allows your operatives to work smarter, not harder.

The AVAIL app has an Inventory Management System to ensure full stock availability for your operatives alongside an easy-to-use interface designed to help operatives to have everything they need at their fingertips. Our AVAIL Smart Collection Points allow operatives round-the-clock access to materials or tools, whenever they need them using our secure containers which house 38 individual lockers. Whilst our on-site AVAIL Waste Management solutions ensures your operatives spend less time worrying about dropping off waste and more time on the job. Our suite is finished off with the AVAIL KPI Portal which can be tailored to give you information on the metrics you really want to know.

We know one size doesn't always fit all, so AVAIL has been specifically created and developed by your own digital team to make sure it can be tailored to your requirements and needs. Our dedicated mobilisation team, specialist trainers and IT support will also be with you every step of the journey to make sure you are all set up and ready to go.

Why not ask us today about the future of material supply for Social Housing?



**HOUSING
HUB**

**KPI
PORTAL**

**SMART
COLLECTION
POINT**

**WASTE
MANAGEMENT**



Building excellence since 1848.

Working with Jewson Partnership Solutions.

Established in 1848, we have a reputation built over 170 years for outstanding design, reliability and service of architectural ironmongery and commercial doorsets. Today, as a modern-facing company, we stand uniquely positioned to bring the housing sector an exceptional range of innovative products and services, backed by extensive knowledge and experience. Embracing this legacy, we recently announced an exciting expansion in our offering and extended our expertise to provide other solutions which enhance living spaces, including contract kitchen and bathroom solutions.

Through a strategic collaboration with our sister brand, Jewson Partnership Solutions, we have leveraged their expertise in the Public Sector market to craft tailored solutions that cater to the specifications of this market. This enhanced offering emphasises our commitment and dedication to meeting the needs of social housing providers.



George Boyd

BUILDING EXCELLENCE SINCE 1848

WANT TO HEAR MORE

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- in Jewson Partnership Solutions

